ملحق استفسارات 26 /ع/لوازم/2025

الرقم	الاستفسار	الجواب
	بالاشارة الى الاستفسار المقدم من احد المناقصين بخصوص العطاء رقم /26ع/لوازم/2025 والخاص بتطوير وبناء نظام الكتروني لتتبع العينات المخبرية في مديرية المختبرات والية التتبع يرجى التكرم بالرد كالتالي	يتم استلام العينة من متلقي الخدمة والموافقة على اجراء الفحص وويتم بعد ذلك ترميز الادخال برمز سري ليتم تحويلها للقسم المعني بعد اتخاذ الاجراء عليها في حالة حاجتها الى تحضير من قبل قسم تركيز الخامات وتجهيز العينات وبعد ذلك يتم تحويلها الى القسم المسؤول عن الفحص وبعدها يتم تحويلها الفاحص ويمكن ارسال العينة لاكثر من فحص في نفس الوقت والانتظار الى حين اصدار النتائج ويتم تعبئة في ملف word او الكتروني ومن ثم يتم اعادة المعاملة لقسم تركيز الخامات وتجهيز العينات ليتم اصدار النتيجة النهائية وضمن الفترة الحالية لا يوجد مقترح الى ربط هذا النظام باجهزة الفحص.
	بالإشارة إلى الموضوع أعلاه، يرجى تزويدنا بتوضيحات عما هو مطلوب في النقاط التالية: **2. Warranty & Support** **2.1 Methodology** • The bidder support and maintenance methodology should have be based on best practices followed by Microsoft, IBM, and SAB. • Support model follows Microsoft Operations Framework (MOF)	Please find below the detailed explanations regarding the proposed support and maintenance methodology for the Automation of Laboratory Testing Service at the Ministry of Energy and Mineral Resources. **Integrated Best Practices for Laboratory Automation Systems** The methodology must combine industry best practices into a complete operational approach that covers all aspects of running a laboratory automation platform: a. System Reliability & Uptime

• Ensuring the laboratory system operates with minimal downtime, especially during peak sample processing periods. • Implementing automatic monitoring tools for instrument connectivity, data flow, server health, and database performance. b. Preventive Maintenance • Scheduling periodic system reviews, calibration checks (if integrated with lab devices), software patching, and performance optimization. • Applying security updates and bug fixes recommended by Microsoft and other technology partners. c. Incident & Problem Management • Providing a clear and defined workflow for reporting, classifying, escalating, and resolving issues affecting lab processes (e.g., barcode scanning errors, result calculation delays, user login problems). • Conducting root-cause analysis to prevent recurring problems. d. Support for Laboratory Business Processes • Ensuring that workflows—such as sample registration, chain of custody, test selection, results		

validation, and report generation—are continuously monitored and improved. • Supporting lab staff during operational changes, peak workloads, or introduction of new test methods. e. Change and Release Management • Follow a controlled and documented process for deploying software enhancements, new modules, or regulatory updates. • Ensuring that any change (e.g., adding a new test type, integrating a new instrument, or modifying reporting rules) is tested and validated before it goes live. **Alignment with Microsoft Operations Framework (MOF)** The methodology should be designed in accordance with the Microsoft Operations Framework (MOF), which provides a structured, mature framework for managing IT services. This means the bidder must implement: • Service Management Processes such as incident, problem, change, and configuration management.		

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• Proactive Monitoring of the laboratory platform to detect issues before they affect operations. • Continual Improvement cycles to enhance system performance over time and ensure alignment with evolving laboratory needs. • Operational Readiness Assurance to ensure the system is always stable, secure, and available for daily lab activities.		